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CHAPTER I

INTRODUCTION

A. Background Information

As a Hotel Operation Student at Universitas Multimedia Nusantara, Industrial Placement is one of the important things that should be done by the writer. After finishing the first and the second semester, the writer should do Industrial Placement because the writer should be ready for work in the hotel industry. Therefore, the writer can be more prepared for the working environment. The writer also has three motivation to have Industrial Placement at a five-star hotel to gain more experience later on.

In the first place is the career experience. Industrial Placement can give the writer a benefit along with the experience. The writer can have many experiences, for example when the guest have a complaint about something while their staying at the hotel, so the writer can resolve the problem and learn from that. Also the writer will have a rotation for each section in Front Office department, so the writer can gain more experience. Nevertheless, the writer must listen everything that the staff or supervisor told, so everything can work properly and running smoothly. If the writer does not doing it well, what the supervisor told so the writer can get rebuked by the supervisor.

During the learning period, the writer learns many things, especially about being professional and being responsible, also can adapt easily to the work environment. While doing Industrial Placement the writer can Develop Skill, so the writer can know more about the hotel and the system that use in the hotel. Develop Skill is the important thing for the writer have because from it the writer can learn much and fast in the hotel.

The basic concept is make more focus. Industrial Placement is a place to be focus. When the writers cannot be focus and perform well in the hotel so not everything can be work properly and the supervisor also the staff will see it, so in the hotel industry the writer must pay attention to detail. So in college, the writer was trained to be focused so when the writer facing the Industrial Placement the writer can practicing the focus. While doing the Industrial Placement the writer can get more knowledge. The purpose of Industrial Placement is to get a lot of knowledge and mistake because if the writer makes

mistake, the staff can give the right answer about the wrong thing and the writer can rectify the situation.

At the same time, in Industrial Placement is the place where the writer can ask a lot of question about anything that the writer did not know before so after the Industrial Placement the writer can be ready for the work field later on.

Likewise is networking. The writer also gets more connection with others. In this semester the writer can get a great chance to make valuable contact, though the writer must make a connection with others department, guest or head department. Then get career support and advice, the team in the hotel will guide the writer when something that did not base on the Standard Operational Procedure and the other team can give advice also the support to the writer, so the writer can reflecting if the writer makes some mistakes.

Last of all, is build confidence. In Industrial Placement the writer must make connection with the other, so the writer can engage with the guest, makes them enjoy while stay in the hotel, because engagement in hotel industry is very important because it will make the guest feel welcome in the hotel that makes guest want to come back again to the hotel. Either while doing the Industrial Placement the writer hope to be able to build confidence with the guest or to the staff, because when the writer cannot build the confidence the writer cannot learn properly and the staff cannot give you much of learning.

B. Purpose of Industrial Placement

First is improve skill, during the Industrial Placement the writer can gain more skill so when the writer starting work in the real industry the writer can use the skill. For example, communication skill. The writer can sharpened the skill in Front Office Department so the writer can increase these skill in Industrial Placement because in Front Office Department the writer can communicate with the guest from another country, so from that the writer can gain another skill. Also the writer can interacts with other guest and sharing with them, so the communication skill can increase while the writer have Industrial Placement

Henceforth is initiative, the writer also can gain skills from Industrial Placement by doing initiative so the writer can do what to do without being told by the supervisor and can decide when the guest asks for something without even ask the supervisor because not every time supervisor or staff can help the writer while working. Therefore, initiative is very important for daily basis.

Second is increase awareness. The writer can increase awareness while doing Industrial Placement. The writer can increase Problem Solving. Therefore, when the guest is upset because of something the writer can solve the problem. Next built on Self-Management so the writer can know and set the goal from it. Then, the writer can be more aware of the work details later on when doing the Industrial Placement.

Thereafter is Provide the Opportunities to be involved in team-based working. The writer hopes when doing the Industrial Placement the writer can get involved in the team-based working, so the writer can know more about the hotel industry, and the writer can socialize with others too.

Lastly is the ability to work collaboratively with another department so the writer can make something different or new for the work environment, because when Training in Front Office Department the writer should collaborate with other department, so it can work nicely.

C. Period and Procedure

The writer should do the Industrial Placement for six months. Moreover, the writer must follow the Industrial Placement on the third and the sixth semester and in each semester; they are last for six months. Therefore, before the writer has an Industrial Placement the writer must have several procedures to follow.

First is choosing the hotel for Industrial Placement. Writer should choose two hotels, the first hotel is for the main hotel and second is for back up, after that the writer making a CV or Curriculum Vitae. It is important to the writer for preparing Industrial Placement, so the Human Resources Department in the Hotel can choose the writer and can have the Industrial Placement. From CV the Human Resources Department can know the writer's personality traits yet skills.

After that cover letter, the writer should write and send with other supporting files. In the cover letter, usually, the writer put the recommendation from the advisor about the hotel, review about the writer personality, and hope to call the writer for interview from Human Resources Department.

Different from the other Grade Point Average or GPA is one of the most important thing as well as a certificate. First is GPA, this form contain the writer score from the first semester. Besides, the certificate also can help the writer to convince the hotel that the writer has a piece of certain knowledge about the hotel operation.

Other than that, the writer should attend several tests before doing Industrial Placement. Such as Fit and Proper Test, this is the first thing that the writer should do for applying in Hotel because if the writer did not pass or not get the minimum score the writer cannot do Industrial Placement later on. In addition, Fit and Proper Test contains core Subject and general knowledge about hotel operation. Therefore, the first thing the writer must chooses between Housekeeping and Front Office for the core subject and the Industrial Placement. Because the writer wants to have Industrial Placement on Front Office Department so the writer choose Front Office subject. When the writer passes the score, the next test is about General Knowledge about the hotel so when the writer pass the test, the writer can have Industrial Placement in the hotel that the writer chooses.

Last but not least is mock Interview, the writer must do the mock interview so the writer can prepare when the hotel call for interview, this mock interview done with the lecturer or the advisor.